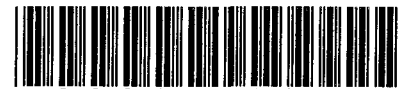


**COMMISSIONERS**  
KRISTIN K. MAYES - Chairman  
GARY PIERCE  
PAUL NEWMAN  
SANDRA D. KENNEDY  
BOB STUMP



0000094114

**ARIZONA CORPORATION COMMISSION**

**ORIGINAL**

February 26, 2009

To: Docket Control

RE: Arizona American Water Company - Customer Comments  
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Please docket the attached 19 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

RECEIVED  
2009 FEB 26 P 3:38  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**

FEB 26 2009



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009 - 77003**Date:** 2/25/2009**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:**      **Shaw****Kinsley****Account Name:** Shaw Kinsley**Home:** (000) 000-0000**Street:** n/a**Work:** (000) 000-0000**City:** Tubac**CBR:** [REDACTED]**State:** AZ      **Zip:** 00000**is:** E-Mail**Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:** Karl Wilkins**Contact Phone:** [REDACTED]**Nature of Complaint:**

2/25/09 THROUGH CHAIRMAN MAYES OFFICE, Cc: Commissioner Newman, Kennedy, Stump and Pierce.

TUBAC WATER DISTRICT

From: Shaw Kinsley [REDACTED]  
Sent: Tuesday, February 24, 2009 8:59 AM  
To: Mayes-WebEmail  
Cc: Newman-Web; Kennedy-Web; Stump-Web; Pierce-Web  
Subject: Docket No. W-01303A-08-0227

Dear Chairman Mayes and Commissioners,

I am writing to implore you to deny or at least moderate the 72.7% rate increase being requested by Arizona American Water for the Tubac area. The economic downturn has devastated me personally. My fulltime job has been reduced to a part-time one, and there is a chance that even that will vanish; my investments fallen to a near worthless state, and my monthly income is extremely limited. An increase in my water bill would make my situation untenable.

I hope you will recognize that my situation is not unique. Many people in Tubac live on fixed incomes or struggle to support themselves and this rate increase will be devastating to all 532 of us served by Arizona American Water. Please, please deny or reduce this increase, at least at this time. All of us need to tighten our belts until the economy can begin to show signs of recovery, and I can assure you that I personally am doing so. I would like Arizona American to share in this belt-tightening. I realize that businesses need to profit, but please do not grant such a massive increase to this company at this time.

Thank you for your consideration.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Shaw Kinsley  
Resident of Tubac  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/25/09 Emailed the following to Mr. Kinsley

February 25, 2009

RE: ARIZONA AMERICAN WATER COMPANY

Dear Mr. Kinsley:

Your email regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 2/25/2009

**Opinion No.** 2009 - 77003

---

2-11-09

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ. 85007

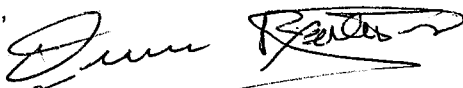
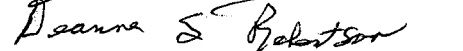
Docket No. W-01303 A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West , Arizona and are sicked by the ridiculously high increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase operating income at a time when We and the entire country is in a financial mess. Your assistance will greatly appreciated by Us and all of the residents in Sun City West.

sincerely,

*Duncan Robertson  
12839 Peach Blossom Drive  
Sun City West, AZ 85375*

2/11/2009

Date 2-25-09

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled, by the ridiculously high rate increase requested by AZ Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ Water to have. AZ Water is asking for a 500% increase in operating income at a time when We and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

*Linda Kirk*  
*Don L. Kirk*



---

Linda Kirk  
13207 W. Marble Dr.  
Sun City West, AZ 85375

**Brandon Alcala**  
**15309 West Wethersfield Road**  
**Surprise, Arizona 85379**

**Arizona Corporation Commision**  
**1200 West Washington Street Room 1**  
**Phoenix, Arizona 85007**

**Reference: Docket # SW-1303A-08-0227**

**To whom it may concern,**

**I am writing this letter as a formal protest of the requested rate increase to our current water rates. I feel that this increase would not only be unreasonable, but also unfair to the public. I completely disagree with any justification for any rate increase, and I am willing to join in the effort to stop this injustice. The economy is bad, people can barely make their current bills, and any rate increase will just put many more hardworking people behind, instead of allowing people to recover. This would just equal more delinquent bills, and more debt.**

**Sincerely,**

**Brandon Alcala**

A handwritten signature in black ink that reads "Brandon Alcala". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

**Dee A. Callahan  
22828 N. Las Positas Drive.  
Sun City West, AZ. 85375-6859**

**Arizona Corporation Commission  
1200 W. Washington St. Room #1  
Phoenix, AZ. 85007**

**Reference Docket #SW-1303A-08-0227**

**Dear members of the Commission,**

**This letter is a formal protest of the requested rate increase to our current water rates. We have already seen utility rates increased overall, and certainly do not look favorably at the unreasonable increase of 79.96% that has been proposed.**

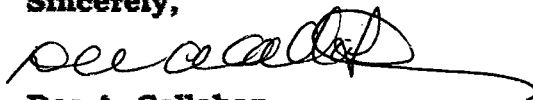
**This rate is not justified, especially at a time when the economy is so bad and when individuals are trying to stay up with their living expenses and have already cut back in many areas of spending.**

**An increase such as this one if passed would only hurt everyone, as the utility companies would not be getting paid in a timely fashion if people cannot afford to pay them. It would also hurt the individual who is trying to be diligent about paying his or her utility bills on time. "You cannot squeeze blood from a turnip"!**

**Many are on fixed incomes and many unemployed which only makes this proposed increase all that much harder to try to collect. It is absurd that this high a rate increase would even be considered.**

**Most individuals are hard working and making the effort to recover from the decrease in their property values, the ever increasing rates of gasoline and other necessities. Give us a break and stand behind us with your support. Allow us to continue being diligent about paying the monthly bills that we do have without falling behind.**

**Sincerely,**



**Dee A. Callahan**

February 23, 2009.

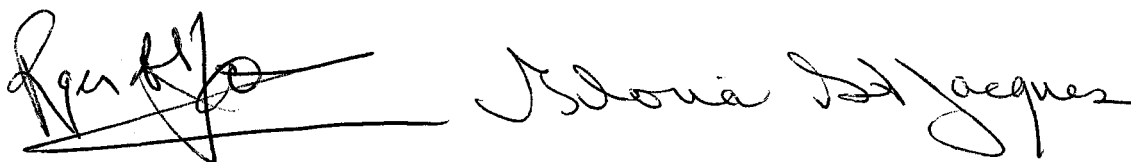
Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-0103A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

The block contains two handwritten signatures. The first signature on the left is written in dark ink and appears to be 'Roger St. Jacques'. The second signature on the right is also in dark ink and appears to be 'Gloria St. Jacques'. Both signatures are fluid and cursive.

Sincerely  
Roger and Gloria St. Jacques  
19044N 138th Ave.  
Sun City West, AZ 85375.



**William R. Wendt**

14515 W. Granite Valley Dr. # B101  
Sun City West, AZ 85375-6027

(623) 584-3322

February 22, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

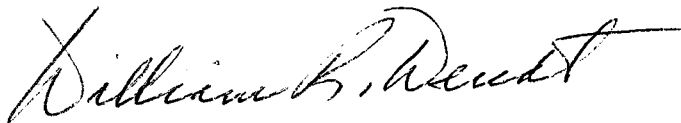
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "William R. Wendt". The signature is fluid and includes a long horizontal flourish at the end.

William R. Wendt

February 14, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007


Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am horrified by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess. Your assistance will be greatly appreciated by all of the residents in Sun City West.

Sincerely,



Edith Clark  
14305 W. Parada Drive  
Sun City West, AZ 85375

Eva G. Patry  
13726 Tartan Drive  
Sun City West, AZ 85375

February 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

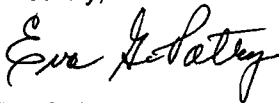
We live in Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

How fair is it to have an organization place their profit first – during these very difficult economic times? No one helps us when we are squeezed between higher prices on everything and decreasing savings. And this is expected to continue for another few years.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess not seen in decades.

Your assistance will be greatly appreciated by us and all of the residents of Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Eva G. Patry".

Eva G. Patry

**ROBERT WITT**

3434 Amber Oaks Drive  
Howell, Michigan 48855  
anbwitt@gmail.com

February 20, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington Street  
Phoenix, Arizona 85007

**Reference Docket No. W-01303A-08-0227**

Dear Commissioners,

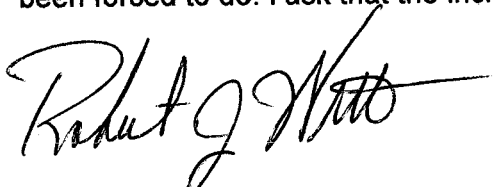
I am now, not by choice, a part time resident of the Sun City West community and would like to express my opinion regarding the rate increase requested by the Arizona American Water Company. Since January 1<sup>st</sup> of this year, 2000 gallons of water has been used at my Arizona home. This water consumption was used only for irrigation of my citrus trees as I have been unable to return due to medical problems. My water bills for the three months of this year have totaled \$114.47 for the use of 2000 gallons of water. The bills are broken down as follows:

Basic service – \$5.87 per month	\$17.61
Water used – 2000 gallons	\$1.70
Ground water savings fee (constant amount -\$1.60)	\$4.80
Ground water withdrawal fee	\$00.02
Arsenic recovery (Varies monthly)	\$12.74

And the Sewer fee regardless of water usage	\$75.03
---	---------

It appears that the taxes also increase whenever one of the above changes.

The water company prior to the present operators had lower fee's and paid a fantastic dividend to their stock holders. I understand costs have increased but I cannot believe by over 75%. As a retired senior, my income has decreased in the last year and I believe my neighbors are in the same circumstances. The water company should become more efficient like industry has been forced to do. I ask that the increase be denied or at least reduced to a reasonable rate.



Robert J. Witt

517-548-1283

Copies of water bills enclosed



**Arizona American Water**  
PO Box 7150  
Pasadena, CA 91109-7150

For Service To: 14026 W Parada Dr

003214 1 AV 0.324 3214/3214/003214 011 1 PCGEEZ



**ROBERT J WITT**  
14026 W PARADA DR  
SUN CITY WEST AZ 85375-2111

ACCOUNT NUMBER	23- 0040792-7
AMOUNT DUE	<b>\$38.37</b>
DUE DATE	<b>Jan 05, 2009</b>
Amount Paid	ELECTRONIC PAYMENT
Please return this portion with check ▼ Payable to the address below ▼	

**Arizona American Water**  
PO Box 7150  
Pasadena, CA 91109-7150



### Customer Account Information

For Service To: Robert J Witt  
14026 W Parada Dr  
Account Number: 23-0040792-7  
Premise Number: 23-0034928

### Billing Period & Meter Information

Billing Date: Dec 16, 2008  
Billing Period: Nov 10 to Dec 11 (31 days)

Next reading on/about: Jan 13, 2009  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number S34047 is a 5/8-inch meter.  
Present-actual 580  
Last-actual 579  
T-gal used 1

### Billing Summary

-----Prior Balance-----  
Balance from last bill  
Payments as of Dec 16, 2008. Thanks!  
Total prior balance, Dec 16, 2008  
-----Current Water Charges-----  
Basic Service  
Water Volume (\$.850000 x 1.00)  
Groundwater Savings Fee  
Groundwater Withdrawal Fee  
Total water charges, Dec 16, 2008  
-----Current Wastewater Charges-----  
ACC Resid Reg Assmnt Fee  
Per Dwelling Unit (\$25.0100 x 1.00)  
Total wastewater charges, Dec 16, 2008  
-----Other Current Charges-----  
Arsenic Recovery (EPA mandate)  
ACC Resid Reg Assmnt Fee  
Total other charges, Dec 16, 2008  
-----Taxes-----  
State Tax  
County Tax - Maricopa  
Water Use Tax  
Total taxes, Dec 16, 2008

**\$38.37**  
**-38.37**  
**.00**

5.87  
.85  
1.60  
.01  
**8.33**

.05  
**25.01**  
**25.06**

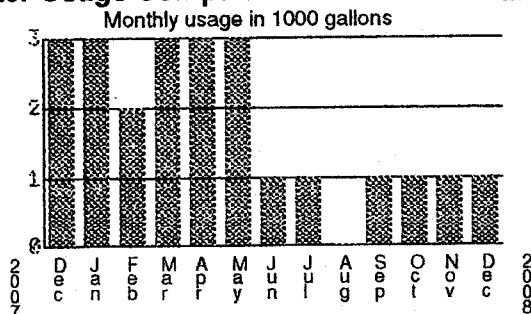
4.16  
.02  
**4.18**

.70  
.09  
.01  
**.80**

**\$38.37**

-----TOTAL AMOUNT DUE-----

### Water Usage Comparison



Do not send payment. Total Amount Due will be deducted  
from your bank account on Jan 05, 2009

### Messages to you from Arizona American

\*\* PLEASE CALL OUR CUSTOMER SERVICE CENTER AT 1-800-383-0834 TO UPDATE  
YOUR CONTACT INFORMATION. IN THE EVENT OF A WATER EMERGENCY, YOUR CONTACT  
INFORMATION IS ONE OF THE SOURCES AVAILABLE TO REACH YOU \*\*



**Arizona American Water**  
PO Box 7150  
Pasadena, CA 91109-7150

For Service To: 14026 W Parada Dr

007344 1 MB 0.369 3344/7344/003344 028 1 PCGN6B



**ROBERT J WITT**  
3434 AMBER OAKS DR  
HOWELL MI 48855-7100

ACCOUNT NUMBER	23-0040792-7
AMOUNT DUE	\$36.96
DUE DATE	Feb 05, 2009
Amount Paid	ELECTRONIC PAYMENT

Please return this portion with check  
▼ Payable to the address below ▼

**Arizona American Water**  
PO Box 7150  
Pasadena, CA 91109-7150



### Customer Account Information

For Service To: Robert J Witt  
14026 W Parada Dr  
Account Number: 23-0040792-7  
Premise Number: 23-0034928

### Billing Period & Meter Information

Billing Date: Jan 16, 2009  
Billing Period: Dec 11 to Jan 13 (33 days)

Next reading on/about: Feb 12, 2009  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number S34047 is a 5/8-inch meter.  
Present-actual 580  
Last-actual 580  
T-gal used 0

### Billing Summary

-----Prior Balance-----  
Balance from last bill  
Payments as of Jan 16, 2009. Thanks!  
Total prior balance, Jan 16, 2009  
-----Current Water Charges-----  
Basic Service  
Groundwater Savings Fee  
Total water charges, Jan 16, 2009  
-----Current Wastewater Charges-----  
ACC Resid Reg Assmnt Fee  
Per Dwelling Unit (\$25.0100 x 1.00)  
Total wastewater charges, Jan 16, 2009  
-----Other Current Charges-----  
Arsenic Recovery (EPA mandate)  
ACC Resid Reg Assmnt Fee  
Total other charges, Jan 16, 2009  
-----Taxes-----  
State Tax  
County Tax - Maricopa  
Total taxes, Jan 16, 2009

\$38.37  
-38.37  
.00

5.87  
1.60  
7.47

.05  
25.01  
25.06

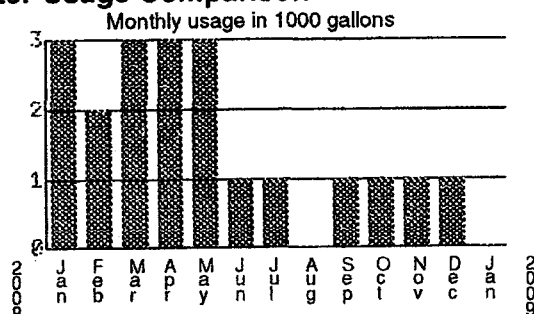
3.70  
.02  
3.72

.63  
.08  
.71

-----TOTAL AMOUNT DUE----- **\$36.96**

Do not send payment. Total Amount Due will be deducted  
from your bank account on Feb 05, 2009

### Water Usage Comparison



### Messages to you from Arizona American

\*\* PLEASE CALL OUR CUSTOMER SERVICE CENTER AT 1-800-383-0834 TO UPDATE YOUR CONTACT INFORMATION. IN THE EVENT OF A WATER EMERGENCY, YOUR CONTACT INFORMATION IS ONE OF THE SOURCES AVAILABLE TO REACH YOU! \*\*



**Arizona American Water**  
PO Box 7150  
Pasadena, CA 91109-7150

For Service To: 14026 W Parada Dr

006679 1 MB 0.369 2679/6679/002679 021 1 PCGW9A



**ROBERT J WITT**  
3434 AMBER OAKS DR  
HOWELL MI 48855-7100

ACCOUNT NUMBER	23-0040792-7
AMOUNT DUE	\$39.14
DUE DATE	Mar 09, 2009
Amount Paid	ELECTRONIC PAYMENT
Please return this portion with check ▼ Payable to the address below ▼	

**Arizona American Water**  
PO Box 7150  
Pasadena, CA 91109-7150



### Customer Account Information

For Service To: Robert J Witt  
14026 W Parada Dr  
Account Number: 23-0040792-7  
Premise Number: 23-0034928

### Billing Period & Meter Information

Billing Date: Feb 17, 2009  
Billing Period: Jan 13 to Feb 12 (30 days)

Next reading on/about: Mar 12, 2009  
Rate Type: Residential

### Meter readings in current billing period:

Meter Number S34047 is a 5/8-inch meter.  
Present-actual 581  
Last-actual 580  
T-gal used 1

### Billing Summary

-----Prior Balance-----  
Balance from last bill \$36.96  
Payments as of Feb 17, 2009. Thanks! -36.96  
Total prior balance, Feb 17, 2009 .00  
-----Current Water Charges-----  
Basic Service 5.87  
Water Volume (\$.850000 x 1.00) .85  
Groundwater Savings Fee 1.60  
Groundwater Withdrawal Fee .01  
Total water charges, Feb 17, 2009 8.33  
-----Current Wastewater Charges-----  
ACC Resid Reg Assmnt Fee .05  
Per Dwelling Unit (\$25.0100 x 1.00) 25.01  
Total wastewater charges, Feb 17, 2009 25.06  
-----Other Current Charges-----  
Arsenic Recovery (EPA mandate) 4.88  
ACC Resid Reg Assmnt Fee .03  
Total other charges, Feb 17, 2009 4.91  
-----Taxes-----  
State Tax .74  
County Tax - Maricopa .09  
Water Use Tax .01  
Total taxes, Feb 17, 2009 .84

\$36.96

-36.96

.00

5.87

.85

1.60

.01

8.33

.05

25.01

25.06

4.88

.03

4.91

.74

.09

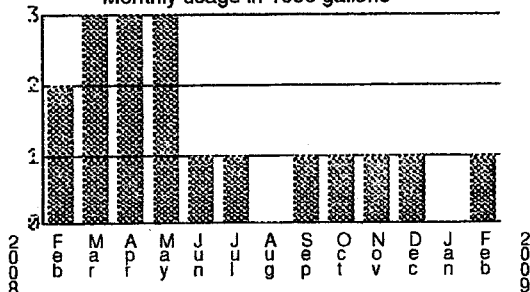
.01

.84

\$39.14

### Water Usage Comparison

Monthly usage in 1000 gallons



Do not send payment. Total Amount Due will be deducted from your bank account on Mar 09, 2009

### Messages to you from Arizona American

\*\* PLEASE CALL OUR CUSTOMER SERVICE CENTER AT 1-800-383-0834 TO UPDATE YOUR CONTACT INFORMATION. IN THE EVENT OF A WATER EMERGENCY, YOUR CONTACT INFORMATION IS ONE OF THE SOURCES AVAILABLE TO REACH YOU! \*\*

February 18, 2009

Arizona Corporation Commission  
1200 W Washington St. Room 1  
Phoenix, AZ 85007

Subject: Docket Number SW-01303A-08-0027

Dear Commissioners:

Needless to say, I was shocked when I read about the 75.53 percent water rate increase the Arizona American Water Company is requesting for the residence of Sun City West. I feel a detailed description is needed to justify this extraordinary large increase. How much of the rate increase is allocated to items such as a) arsenic, b) maintenance, c) overhead, d) new equipment, e) repair of equipment and f) profit should be evaluated. The residence of Sun City are looking to you to determine an increase that is fair to both the water company and the people.

Sincerely,



Roland R. Schroeder  
13730 W Shadow Hills Dr.  
Sun City West, AZ 85375-4655

Telephone: 623-544-2789

e-mail: rolandaz@juno.com



February 23, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/Am Water.

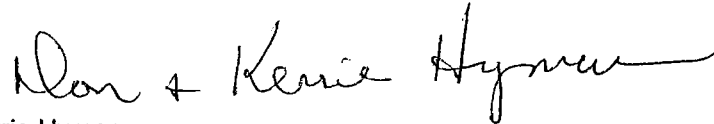
We are retired on a small fixed income and do not have any extra income to pay an increase of 79% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have.

Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess and no one has a clue when that will turn around!

Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,



Don and Kerrie Hyman  
19803 N. 124th Dr,  
Sun City West, AZ 85375

P.S. OUR WATER HAS ALREADY  
INCREASED 40% IN THE LAST  
2 YRS. AVERAGE BILL IN 2002  
\$35.00, AVERAGE NOW \$55-57.00  
WITH NO CHANGE IN USAGE!

February 9, 2009

Arizona Corporation Committee  
1200 W. Washington Street., Room 1  
Phoenix, Arizona 85007

Docket #W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM to have. AZ/AM water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents of Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Estelle & John Brady". The signature is written in dark ink and is positioned above the typed name and address.

Estelle & John Brady  
14635 W. Futura Drive  
Sun City West, AZ. 85375

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Maureen L. Sullivan

February 10, 2009

Address: 12831 W. Peach Blossom Dr.

Sun City West, AZ 85375

Maureen Sullivan  
12831 W Peach Blossom Dr  
Sun City West, AZ 85375-1817

February 25, 2009

Arizona Corporation Commission  
1200 West Washington Street, Room 1  
Phoenix, AZ 85007

Re: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

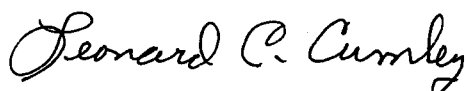
I am writing in regards to the proposed rate hike Arizona American Water has presented for your consideration for the Sun City West area.

As a Sun City West resident for approximately 18 years, my wife and I have been retired and living on a fixed income consisting of Social Security benefits and personal investments. Unfortunately, our investments have been adversely affected by the downturn of the current economy and, of course, Social Security, has not kept up with the rate of inflation through the years. Also, my wife has a terminal disease, which has required recent placement in a facility resulting in additional expenses for medical care and medications.

While I understand that operating a business requires capital funds, I would hope that you could understand why I and many of my neighbors in my community believe that the request Arizona American Water has submitted for a rate increase is exorbitant, which has been quoted as an average of 79.8 percent in literature we have received from Arizona American Water. Surely, that does not sound like a reasonable proposal to you or anyone I know and I wonder how we are to stretch the limited dollars that we have to live on to cover that increase or any other increase should it be granted?

I ask that you please carefully consider the proposal submitted by Arizona American Water. Sun City West is a retirement community with many folks who are attempting to live quiet lives on limited incomes. When we receive mailings informing us of rate increases of up to 79.8 percent, it causes us much worry and anxiety.

Sincerely,

A handwritten signature in cursive script that reads "Leonard C. Cumley".

Leonard C. Cumley  
13822 W. Casa Linda Drive  
Sun City West, AZ 85375

**Willard L. and Regina A. SMITH**  
**13210 W. Jubilee Drive**  
**Sun City West, AZ 85375**  
**(623) 546-8716**

February 16, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

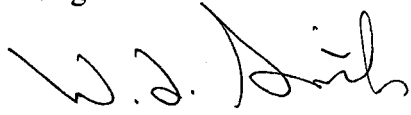
Dear Commissioners:

We live in Sun City West, here in Arizona, and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an unbelievable increase of 79.96% in water rates. If you agree to this, we will be required to turn off all of the water to our landscaping and trees (which we have already greatly reduced in the past few years), thus allowing them to die. Additionally, we will be required to greatly reduce water usage in our home.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water. The company is asking for a 500% increase in operating income at a time when the entire country is in a terrible financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

  
Regina A. Smith

  
Willard L. Smith

13450 W. Stardust Blvd.  
Sun City West, AZ 85375

February 25, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

My wife and I are residents of Sun City West, Arizona. We are disgusted and fearful of the affect on our lifestyle by the ridiculously high and unfair rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have extra income to pay an increase of nearly 80% in water rates.

Please lay politics aside, imagine yourself in our place and protect us by drastically slashing the rate increase you allow AZ/AM Water to levy on us. AZ/AM Water is asking for a 500% increase in operating income at a time when we and our entire country are in a financial mess caused by - guess who? -- politicians with no concern for anyone but themselves. Remember when AZ/AM Water took over just a few years ago and promised, "No increases is rates!"? Your assistance will be greatly appreciated by us and all of our neighbors in Sun City West.

Sincerely,



William Vomocil

*Sandra Donnelly*  
12934 W Copperstone Drive  
Sun City West  
Arizona 85373

*February 24, 2009*

*Arizona Corporation Commission*  
*Docket No. W-01303 A-08-0227*

*Dear Commissioners,*

*I live in Sun City West,  
Arizona and I am appalled by the ridiculously high rate  
increase requested by AZ/AM Water. I am a retired on a  
fix income and do not have any extra income to pay an increase  
of 79.96% in water rates.*

*Please protect us by drastically slashing the rate you allow  
AZ/AM Water to have. AZ/AM Water is asking a  
500% increase in operating income at a time when I and the  
entire country is in a financial mess. Your assistance will be  
greatly appreciated by me and all of the residents in Sun city  
West*

*Sincerely,*

Ms. Sandra Donnelly  
12934 W. Copperstone Dr.  
Sun City West, AZ 85375-4835

*Mrs. Sandra Donnelly*  


Date FEBR. 23, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

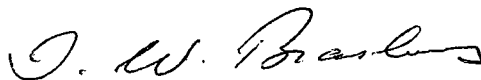
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely



I. W. Braslins  
13405 W Desert Glen Dr.  
Sun City West, AZ 85375